



New Jersey Department of Children and Families Policy Manual

Manual:	NJAC	NJ Administrative Code Excerpts	Effective Date:
Title	10	Human Services	
Chapter	128	Manual Of Requirements For Children'S Group Homes	5/16/2014
Subchapter:	3	Administration	
Section	10	Quality assurance (QA) for psychiatric community homes for children (N.J.A.C. 10:128-3.10)	

§10:128-3.10 Quality assurance (QA) for psychiatric community homes for children

(a) Each psychiatric community home for children shall maintain an ongoing and systematic process to monitor and evaluate important aspects of care with participation by all levels of staff. This process shall be written and referred to as the QA plan.

1. The QA plan shall describe outcome indicators, evaluation criteria and procedures for monitoring problem correction.
2. The QA plan shall include the review of open and closed records to evaluate the quality and appropriateness of treatment and compliance with documentation requirements.
3. The QA plan shall describe the process, frequency and criteria for case selection.
4. The QA plan shall identify the persons responsible for QA activities and the administrative structure for QA oversight and implementation.

(b) Each QA plan shall include a risk management (RM) component, which shall address areas that are deemed to be high risk, high volume or problem prone. The RM component shall include, but is not limited to:

1. The monitoring of the homes or agency's policies and procedures regarding the use of medication and restrictive behavior management practices;
2. The monitoring of life/safety aspects of the program site;
3. An incident review and reporting procedure that will allow for the analysis of client and staff incidents to identify patterns and trends or opportunities to improve client care, staff safety and to reduce agency liability risks;

4. Development of an infection control policy and monitoring of the implementation of the policy; and

5. The review and process to address client complaints, grievances and suggestions.

(c) Each QA plan shall include a utilization review (UR) component, which shall review the appropriateness of admissions and continued stays in a program. The UR component shall include, but not be limited to:

1. Written criteria developed for admission and continued stays for each program service;
2. Written criteria developed for the processing of inappropriate admissions and continued stays. This shall include a description of the process to appropriately terminate or transfer clients meeting the criteria of